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## **Magonigle Receives Gov's Leadership Award**



Congratulations to Kathy Magonigle on being selected as a Distinguished Manager for the 2004 Governor's Distinguished Management Leadership Award.

Outstanding managers are invaluable assets to state government, and this award offers special recognition to those who have demonstrated excellence in the performance of their responsibilities. Kathy's leadership, initiative, and expertise reflect her strong commitment to public service and quality management abilities.

A luncheon to formally recognize all of the award recipients was held on May 19th at the Governor's Mansion.

Congratulations to Marlene Weir, Food Service Manager at Orting, who was also nominated.

## **WDVA Congratulates "Extra Mile" Award Winners**

**M**ark Jones, Driver at the Washington Veterans Home, and the DVA Information Technology team of Bob Murphy, Jeff Kiper, Dale Cain and Gordon Smith have been selected as winners of the 2004 Extra Mile Award for Washington State. In addition, Mary Engstrom, LPN 3 at the Spokane Veterans Home was honored on May 3, 2004 at the first Spokane Public Service Recognition Week ceremony, as a nominee.

The Washington Productivity Board received 134 nominations statewide, from which the top 14 were chosen.

Mark Jones was presented with a certificate at WVH's employee recognition ceremony on Friday, May 14, and the DVA IT team will be honored at the Central Office employee recognition ceremony to be held June 25.

The award, part of Public Service Recognition Week, recognizes state employees who surpass expectations for exemplary public service by demonstrating at least one of the following attributes:

- Execute an innovative solution;
- Improve efficiency;
- Exhibit visionary thinking;
- Overcome great odds or disadvantages;
- Demonstrate personal valor or bravery.

Public Service Recognition Week is a national program that raises awareness about government work and encourages careers in public service.



Director John King presents Mark Jones with the Extra Mile Award, during the Annual Employee Recognition event at Retsil.



Mary Engstrom was honored with a special certification from DNS Dan DeBoise, for being nominated for the Extra Mile Award.

# Director's Message

On May 1, WDVA met the Office of Financial Management deadline for submitting the Agency Strategic Plan. The Strategic Plan outlines the goals, objectives and strategies we use as we strive to meet the needs of Washington State's veterans.

In the coming weeks, you will hear more from your managers about what this plan is and how your work "fits". Rest assured that each and every person at WDVA is a part of this

The Strategic Plan is available on the V-Net by clicking on "Strategic Plan" or by contacting Dariush Khaleghi at (360) 725-2166.

plan and a contributor to our collective success.

Along with the Strategic Plan, we are also engaging staff, residents and the veterans community in an update to our Master Plan. The Statewide Master Plan was originally written in 2000. Because of the many changes affecting our state and our nation, it is important that we revisit the principles of the Master Plan and update its direction. Changes that will be addressed include:

- ♦ Economic challenges and the State's Priorities of Government (POG);
- ♦ Changes in the demand for long-term care due to the economy; and

♦ The reality that our nation is at war and is creating new veterans with unique needs.

Many of you were involved in writing the initial Master Plan and will be involved in planning for our agency's future. Keep in mind, it is your outstanding performance and dedication to provide the highest quality of care to our State's Veterans that has kept WDVA in the business of "Serving Those Who Served". I encourage you to stay connected and continue your involvement in the future of WDVA.

*John King*



## "Making New Memories"

The Washington State Veterans Home at Retsil celebrated the completion of its new dining and kitchen facility with an Open House on May 11, 2004. The new dining room is part of the construction of a state-of-the-art nursing facility for veterans.

Residents and staff have been transitioning toward this major milestone and on April 16, 2004, made the final move, with breakfast served in the old dining facility, lunch served picnic style with boxed lunches, and dinner prepared and served to residents in the new dining room.

"We are extremely pleased that this first phase of the construction project is complete," said Washington State Department of Veterans Affairs director John M. King. "It moves us closer to our goal

of enhancing the quality of life of the veterans who have entrusted us with their care.



Dietary staff prepare for the first meal to be served in the new dining room.



Leo Garcia and Ernie Brown stop and say hello to those on a tour.



Residents and staff members attended the Open House dedicating the new dining room.



Sen. Bob Oke (center) attended the Open House and was then taken on a tour of the construction site, with John King and John Lee.

## @ ORTING...

### Rinehart Passes the Test



Sharon Rinehart

**S**haron Rinehart, Psychiatric Social Worker III at the Soldiers Home, has successfully completed the Administrator-in-training program. Sharon passed her licensing exam May 5th and will be receiving her Nursing Home Administrator license in the next few weeks.

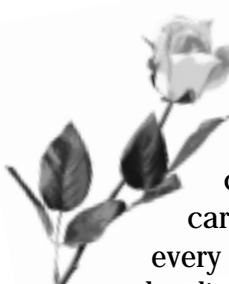
Sharon has spent tireless hours pursuing her goal and has demonstrated leadership in many difficult situations.

"As her preceptor, I assure you this has been no easy task for Sharon. She has risen to every occasion and has earned this new and exciting responsibility," said Soldiers Home Superintendent Jon Clontz.

## @ SPOKANE...

### Spokane Home Suffers a Great Loss

The Spokane Veterans Home recently suffered the sudden loss of Arlene Smith, who had been the Home's Receptionist since it opened in 2001. Kathy Magonigle, Spokane's Administrator provided the eulogy at Arlene's funeral service, and asked that we share these thoughts with all staff members.



**A**rlene brightened all of our lives with her compassionate caring for each and every one of us as well as her light-heartedness and good sense of humor. God took her away before any of us were ready, which saddens us – but I know everyone is just grateful that we were allowed to share in her life. We all loved her — her family, friends and co-workers. She will long be remembered, especially by our veterans and their families whose lives were made richer by her every day presence and caring.

I had the great pleasure to work side by side with Arlene for

about seven years, the last two and a half at the Spokane Veterans Home. I knew the minute I met her that she had that "rare" compassion and intuitiveness that we needed to greet all of our guests and to make them feel at home – a tough feat in a skilled nursing facility.

Arlene delighted in the giving. She had such a passion to help make other's lives better!

Because Arlene was so important to our lives, and because she always had "the right gift for us", it was difficult to come up with the perfect remembrance for her. We wanted something that was "living" and where she could be remembered by those who would come long after us.

The Arlene Smith Memorial Garden will be created and at its dedication "the Arlene Francis" tea rose will be planted in her name. The first rose planted next to Arlene's rose will be the Veteran's Rose - a rose remembering those veterans from our first memorial service. Each quarter, at our memorial service, another rose will be planted to honor those veterans who served and who were loved by all of us. In addition to the memorial stone and plaque for Arlene, a stone frog will be placed to continually watch over the garden on her behalf.



# @ RETSIL...

## Staff Embracing Change

Staff of the Washington Veterans Home held their annual employee recognition program on May 14. The theme, "Embracing Change" said it all regarding why many individuals and teams were honored at the awards presentation.

"It's very apparent that these employees truly stepped forward and responded to the challenges presented by the construction, the budget, regulatory requirements and other changes affecting our program direction," said W VH Superintendent Jerry Towne as he opened the ceremony.

Director John King presented the Directors award to Medical Transportation Driver Mark Jones, and Pharmacy Manager Keith Heino.

Jones was cited for continuing to demonstrate his interest in making the most efficient use of resources. This was demonstrated by his pursuit of ride-share designation of



Mark Jones expressed his gratitude for being presented the Directors Award from John King.

medical transportation vehicles for which he received the Extra-Mile Award. He also requested to be designated as 'non-scheduled' to help reduce overtime.

Throughout 2003, Mark embraced change and made a difference in the lives of veterans.

Heino has only worked at the Veterans Home for one year but has accomplished many



Director John King congratulates Keith Heino for receiving the Directors Award during the Annual Employee Recognition event at Retsil.

improvements in a short time.

"Keith began during a time of transition and has handled it with poise and professionalism. He managed a very large workload without a second pharmacist on staff, and worked diligently to improve processes and support the clean-up of billing issues. Keith consistently raises the bar on his area's performance," stated King.



Chi Winebarger, FSA1 (L) gives a big smile after receiving the Distinguished Service Award from Dietary Mgr. Theresa Stanton-Grose.



Gardening crew members Paul Wray, Joe Nanfito and John Sanders accept their award for Distinguished Service.



Supt. Towne gives Christine Madrid, NA2-C, a beautiful vase for her Distinguished Service Award.

The Distinguished Service Award was presented to 17 individuals who demonstrated superior accomplishments and outstanding service to the Veterans Home:

- Fred Browning, Plant Mgr.
- Carl Bivens, Carpenter
- Ray Anderson, Electrician
- Mary Treese, Laundry Mgr.
- George Tainatango, Trades Helper
- Tina Hawkings, FSA2
- Chi Winebarger, FSA1
- Marion Lazarus, Asst. DNS
- Christine Madrid, NA2-C
- Setsuko Loyd, NA1-C
- Dedo Knauss, NA2-C
- Adele Boligao, NA1-C
- Mary Ann Kenner-Nissan, NA2-C
- Pacita Lacanlale, NA1-C
- Nancy Carter, NA1-C
- Louisa Loya, NA2-C
- Kim Larsen, NA1-C

Eight teams were also awarded the Distinguished Service Award:

- The Steam Plant crew who provided a shuttle service for other staff members parking quite a distance from their work sites;
- The Maintenance/Gardening

crew for cleaning out the Auditorium;

- The Gardening crew who assisted with the Orting cemetery clean up;
- The Pharmacy /nursing team who created a more efficient way to distribute meds to residents on the Fort Flagler Trip;
- The Activities Dept. for cleaning and moving all their STUFF from the Auditorium and Act. Bldg;
- Gary Earl and Tami Reuter for creating a Pancake Breakfast



Catherine Shaw, Fred Browning and Theresa Stanton-Grose cooking up the chicken and steaks at the Recognition BBQ.



Rebecca, Diane, Maria and Kay enjoying the great food and weather at the Retsil Recognition BBQ event.

program; and

- The Nursing Admin Asst's. who researched old resident files correcting medical billing problems.

Years of Service pins and certificates were also given out by Superintendent Jerry Towne.

Debby Griswold, recognition committee chair, recognized her team for a job well done, then extended an invitation to all for a delicious barbecue lunch, cooked by the facility managers.

## CELEBRATING NATIONAL NURSES WEEK

The Soldiers Home honored their licensed nurses on May 4th. Each shift had a meal but the evening shift cleaned up on the door prizes.

National Nurses Week was celebrated at Retsil in grand style on all shifts. The Director of Nursing Services, Asst. Director of Nursing Services, and shift supervisors bought long stemmed roses for each nurse. WA State Nursing Assoc. bought water bottles and name badge holders for each licensed nurse. The WSFE funded the cakes,

and the recognition committee provided a coin purse with a recognition message and the facility logo for each nurse.

Superintendent Jerry Towne; Margaret Conley, DNS; Marion Lazarus ADNS; and Kittie Phillips, RN WSNA local co-chair personally thank each nurse on duty on the night shift. During the day, the lower chapel was brightly decorated for the joint AM/PM shift celebration.

Supt Towne; Associate Supt. Barbara Culley; and Debby Griswold, HR Consultant

attended to greet and thank the nursing staff.

Special honors were given to CNA Pacita Laconlale, CNA Wendy Takahashi, and LPN Elizabeth Bates for their recent efforts in saving the life of one of the residents. The responding paramedics also gave high praises and credited them with saving the residents' life. They were each given a certificate of appreciation, a small first aid kit and a small gift of candy.

# @ VET SERVICE CENTERS ...



At the check-in table, Lynda Reese and Willie Slusarski provide training materials for the conference participants.

Over one-hundred veteran service officers and trainers attended a Statewide Service Officer Training Conference in Fife, from March 23-25. This first of its kind training for partners in the statewide Veterans Field Service Network drew service officers from 23 of the state's 39 counties and instructors from the Federal VA in Washington DC.

Managers and staff members from the WDVA Seattle and Olympia Service Centers coordinated and facilitated the event.

Throughout the conference, service officers were trained in a number of areas aimed at improving the quality of claims submitted for Washington veterans. Pre and post-tests were administered to all participants to determine the effectiveness of the training. Service officers scored an average of 28% higher on the post-test. In addition, of the 115 service officers who participated, 100 gave the conference the

highest rating possible. These are outstanding accomplishments given the diverse skill levels and backgrounds of the participants.

Progress made in the Field Service Network is drawing national recognition for the way claims are developed, submitted, and

ultimately rated in Washington State. Service officers can now track the number of claims they submit, the status of the claim and the overall outcome of the claim. Not only is this a valuable tracking tool, it is also beneficial

in determining whether additional training or resources should be directed to a specific area.

The WDVA Service Centers will utilize the feedback provided at the 2004 conference as the foundation for planning the 2005 conference.

*As a result of the combined work of the Statewide Field Service Network, veterans in Washington State receive over \$849 million in compensation and pension payments annually. These dollars enhance the economic vitality of individual veterans, and local economies.*

## VEMP Manager Retires

Veterans Benefits Specialist Jerry Quintus has left the building.

Q, as he is known by his fellow co-workers, worked for the Social Security Dept. prior to being hired at WDVA as a VBS in 1991.

During his 22-year career in the Air Force, he was a sky diving instructor for the HALO (low altitude) program and logged over 2,500 jumps.

A farewell barbecue was held at the Service Center in his honor on May 19, where John Lee stated "Q has always expressed a positive attitude with a willingness to do whatever it takes. His lighthearted, fun-loving personality is infectious and he's fun to be around. We wish him well."

Q plans on playing a lot of golf and enjoying life with his wife and kids.



Deputy Director John Lee, points to Q, whose "other duties" included always being prepared for anything, even BBQ Chef.

# @ CENTRAL OFFICE...



Mike Watson



Mary Purcell



Pamela Davis



Charlie Yoon



Jim Lochner

## Financial Services Team Additions

**M**ichael Watson is filling the Financial Analyst 1/VEMP position that Jami White-Gold held. He comes from the Health Care Authority where he worked for the last four years.

Mary Purcell accepted the Fiscal Tech. position Melinda Gourley left after being promoted to Financial Analyst 1. Mary worked with Dept. of Information Services for the last three years.

Pamela Davis, WVH Cashier, has been a LPN for 10 years, working at the home since January 2003. She currently attends Olympic college and chose to take the cashier position to gain more experience outside of nursing.

Charlie Yoon, Financial Analyst 1, joined the WDVA payroll department earlier this month. During 1998 - 2000 Charlie was enrolled in the work-study program at the Central Office. He then went to work at Western State Hospital in

their financial department and has now returned to WDVA.

Jim Lochner has a B.S. in Accounting and a Masters in Public Administration. He has worked in budget and finance for the State of WA for 16 years at CWU, EWU, WSU and most recently, as the Manager of the Nursing Home Rates Section at DSHS. He will be working with Gary Condra on budget development, financial analysis, performance reports and activity based costing.

## Finding Solutions Together

The WDVA Business Work-Out was held April 22, 2004 with 32 participants representing each of the homes, central office and veterans service center. During the business Work-Out participants were divided into four groups; accounts payable, accounts receivable, payroll and purchasing. The participants were asked to brainstorm business processes and come up with creative solutions to small but essential organizational problems. Each group prepared a presentation listing the problems, solution and owner of the action that would need to be completed.

These presentations were presented to Gary Condra, Chair of the "Town Meeting" where he listened to the solutions and recommendations from each group, then approved or disapproved right on the spot.

Management team members in attendance for the "Town Meeting" included John King, Jon Clontz, Dariush Khaleghi, Alfie Alvarado, Evelyn Harris, Jerry Towne and Lisa Benavidez.

The Business Work-Out participants felt that it was a great process and were thankful for the opportunity to participate in making business processes better for our agency.





## Veterans Agency Tops in Diversity

When it comes to bringing people of diverse races and backgrounds to the state government workplace, some agencies do well. Others don't.

"My agency is very understanding about diversity and people of color, and that's one of the reasons I still work here," said Alfie Alvarado-Ramos, assistant director for agency operations at the Department of Veterans Affairs.

"As an agency we want to be able to have diversity. It enriches our agency. It brings a lot of perspective to our workplace," said Alvarado-Ramos.

There are new numbers to back up Alvarado-Ramos' perceptions. A recently completed annual report fashioned by the Governor's Affirmative Action Policy (GAAP) Committee for 2003 found that Veterans Affairs ranked near the top of state agencies, with

minorities making up 28.2 percent of employees.

The data included racial minorities, Vietnam veterans and people with disabilities.

Overall, the percentage of racial minorities in the state's general-government work force has increased to 17.4 percent, up from 16.6 percent in January 1999, GAAPCom's data shows.

The two minorities in the overall group that lost the most ground were people with disabilities and Vietnam veterans.

GAAPCom's data showed that the share of workers with disabilities fell from 6.5 percent of the state's general-government work force in 1999 to 5.4 percent in January this year.

Although the share of Vietnam veterans also fell during the period, some of those losses likely were due to retirements.

## Retsil Staff Goes the Extra Mile in Implementing Sustainable Practices

Below is a letter from General Administration's Bob Mackenzie, recognizing the sustainable practices of Barbara Culley, Assoc. Supt. and Fred Browning, Plant Manager, at Retsil.

*We extend our sincere appreciation to Barbara Cully, and Fred Browning, for enabling other Consortium members to benefit from the major construction there. The Department of Veterans Affairs facility is undergoing major renovation, including a brand new dining facility. Barbara and Fred contacted the Consortium and offered a large quantity of salvage items...but, they had to be removed by recipients in very short time frames. McNeil Island Corrections Center (MICC) staff stepped up and eventually benefited greatly from the opportunity, obtaining a large walk-in cooler valued at many thousands and other culinary equipment.*

*"Barbara Cully and Fred Browning worked hard to ensure all that could be salvaged was salvaged. We at MICC thank all that assisted us in getting the equipment for this institution," said Santos Lamas, food service manager at MICC.*

*Washington Corrections Center for Women also benefited by obtaining a large supply of food service equipment from the site.*

*What a wonderful way of doing business and our thanks to both DVA and DOC for working so hard to optimize taxpayer resources. You certainly epitomize "sustainable operations."*

*Bob MacKenzie  
Manager, Plant Operations Support  
General Administration*

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